R E P O R T R E S U M E S

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SAMPLE BUSINESS EDUCATION TRAINING PLANS CONDUCTED UNDER MANPOWER DEVELOPMENT AND TRAINING PROGRAMS (FOR REVIEW PURPOSES).

CALIFORNIA STATE DEPT. OF EDUCATION, SACRAMENTO

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DESCRIPTORS- *BUSINESS EDUCATION, OFFICE OCCUPATIONS EDUCATION, FEDERAL PROGRAMS, *CURRICULUM GUIDES, MANPOWER DEVELOPMENT, DISTRIBUTIVE EDUCATION, *OFFICE OCCUPATIONS, *CURRICULUM, MANPOWER DEVELOPMENT AND TRAINING ACT, CALIFORNIA,

NINE COMPLETED TRAINING PLANS ARE SHOWN EXACTLY AS THEY WERE SUBMITTED BY THE TRAINING AGENCIES THAT DEVELOPED THEM. TRAINING PLANS INCLUDE THE SUBJECT OFFERINGS, AREA TO BE COVERED IN EACH SUBJECT, DAILY AND WEEKLY TIME BLOCKS, AND THE NUMBER OF HOURS ALLOWED FOR EACH SUBJECT. THE TRAINING AGENCIES AND OCCUPATIONS PLANNED FOR INCLUDE (1) FRESNO COLLEGE--STENOGRAPHER, (2) COLLEGE OF MARIN--SECRETARY, (3) PASADENA CITY COLLEGE--CLERK-TYPIST, (4) HAYWARD UNIFIED SCHOOL DISTRICT--MEDICAL SECRETARY, (5) BERKELEY UNIFIED SCHOOL DISTRICT--SALESPERSON (GENERAL), (6) SAN DIEGO CITY COLLEGE--REPRODUCTION TYPIST, (7) SAWYER SCHOOL OF BUSINESS--STENOGRAPHER, (8) HUMPHREYS COLLEGE--STENOGRAPHER, AND (9) HEALD COLLEGE--STENOGRAPHER. EXCERPTS FROM REPRESENTATIVE TRAINING PLANS IN BUSINESS EDUCATION PROJECTS ARE GIVEN FOR (1) REPRODUCTION TYPIST, CLERK-TYPIST, CLERK-STENOGRAPHER, MEDICAL SECRETARY, STENOGRAPHER, CLERICAL SECRETARY, SALESPERSON, AND CALCULATING MACHINE OPERATOR. WITH EACH EXCERPT IS A LIST OF THE COURSE REQUIREMENTS TAKEN FROM THE MDT-1 FOR WHICH THE TRAINING PLAN WAS DEVELOPED. (PS)

California State Department of Education
Bureau of Business Education

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION

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SAMPLE BUSINESS EDUCATION TRAINING PLANS

CONDUCTED UNDER MANPOWER DEVELOPMENT

AND TRAINING PROGRAMS

(FOR REVIEW PURPOSES)

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INTRODUCTION

Each training proposal submitted under the Manpower Development and Training Act contains a training plan.

The training plan is a presentation of the subject offerings, the number of hours allowed for each subject, and daily and weekly time blocks. The plan should include the areas that will be covered in each subject. The training plan should be a complete enough outline so that the teacher can easily use it to prepare daily lesson plans to fill in the specifics and thereby provide a complete and comprehensive program of instruction.

An effective training plan can be developed only after the person preparing it clearly understands the objectives of the project and the characteristics of the potential trainees, as they are stated on the MDT-1. To be adequate, the plan must be designed to provide the trainees with an opportunity to develop from the level of achievement at which they enter training to the entry job requirements specified on the MDT-1.

The developer of the project should work with a local advisory committee (see MDTA Manual, code number 190) composed of representatives of employees, employers and appropriate government agencies.

SUGGESTED TIME ALLOCATION FOR UNITS OF INSTRUCTION

The following stenographer and clerk-typist units and suggested hours of instruction are introduced at the beginning of this section on training plans as guidelines for persons developing programs under MDTA in these occupational areas. The time allocations for units of instruction were developed through conferences with representatives of public and private schools.

The suggested materials for stenographer and clerk-typist projects are followed by representative training plans that have been developed and carried out by training agencies throughout California. A wide variety of business education training plans is covered in the latter part of this section. In this way, the reader is provided an opportunity to see what is being done in MDTA business education projects within the State.

Neither the suggested time allocations for units of instruction nor the representative training plans presented in this section are meant to be used in total for training plans developed by the reader, but are intended as points of departure from which the person developing projects can pattern a plan that is tailored to the unique conditions present in his MDTA project.

At MDTA conferences devoted to improvement of instruction conducted by the Bureau of Business Education, representatives of public and private schools agreed upon course content and the following ranges of time allocated to the stenographer and clerk-typist instructional units. These suggestions for time and units are points of departure from which the person developing an MDTA project may proceed to design a training plan to meet the training objectives specified on the MDT-1. The content for various units of instruction was discussed at another conference.

Stenographer	Hours
a. Typewriting, beginning level	240 - 280
refresher level	160 - 180
b. Shorthand	280 - 325
c. English (Business English)	120 - 160
d. Office Practice	125 - 150
e. Business Math & Record Keeping	80 - 100
TOTAL HOURS	845 - 1015 (beginning level)
	765 - 915 (refresher level)

Clerk-Typist	Hours
a. Typewriting, beginning level	240 - 280
refresher level	160 - 180
b. Business English	100 - 120
c. Office Practice	150 - 200
d. Business Math & Record Keeping	130 - 190
TOTAL HOURS	620 - 790 (beginning level) 540 - 690 (refresher level)

SUGGESTED COURSE DESCRIPTIONS

Typewriting 240-280 hours

Training in correct typewriting techniques: development of speed and accuracy; emphasis on tabulation and problem solving, business letters, business forms, and office reports.

Business English *S 120-160 hours **C-T 100-120 hours

Review of grammar and sentence structure, punctuation, capitalization, spelling, correct syllabication and use of abbreviations; vocabulary building; and use of the dictionary.

Business Arithmetic *S 80-100 hours **C-T 130-190 hours

Review of the fundamental processes, fractions, decimals, percentages; some record keeping which includes payroll procedures.

Filing 30-40 hours

Emphasis on learning the rules for indexing and filing; alphabetic, numeric, geographic and subject filing systems discussed; possibly some emphasis on special filing systems such as the Soundex system.

Office Machines *S 20-25 hours **C-T 40-50 hours

Development of proficiency on ten-key and full-keyboard machines; in some instances rotary and printing calculators are included.

Office Practice *S 125-150 hours **C-T 150-200 hours

Emphasis on receiving callers, telephone courtesy, handling incoming and outgoing mail, duplicating processes and machines, and development of proficiency in using transcribing machines.

Human Relations and Personal Grooming 20-30 hours

Physical, intellectual, social, and emotional dimensions of personality; conversation and speech, interests, manners, dress and grooming.

Business Correspondence *S 30-50 hours

Training in the composition of effective business letters. Types of letters: letters making reservations, referring matters to others, making appointments, thank you letters, transmittal and follow-up letters.

Shorthand and Transcription *S 280-325 hours

Emphasis on speed and accuracy in reading and writing shorthand from dictation; development of skill in producing mailable typed business letters and articles.

* S - Stenographer
** C-T - Clerk-Typist

TRAINING PLANS

Nine complete training plans are presented on the following pages. These plans are shown exactly as they were submitted by the training agencies that developed them; they include:

Training Agency	Occupation
Fresno City College	Stenographer
College of Marin	Secretary
Pasadena City College	Clerk-Typist
Hayward Unified School District	Medical Secretary
Berkeley Unified School District	Salesperson (General)
San Diego City College	Reproduction Typist
Sawyer School of Business	Stenographer
Humphreys College	Stenographer
Heald College	Stenographer

FRESNO CITY COLLEGE

1. Stenographer Training, 20 Hours Lecture and 10 Hours Laboratory, 34 Weeks Course

   Prerequisite: Students must take aptitude tests and must be referred by the California State Department of Employment.

   A course designed to develop the skills, abilities, and knowledge necessary for entrance into business as a competent stenographer.

2. Required Background of Experience

   None

3. Expected Outcomes

   a. The student will be able to take dictation and transcribe his notes at an acceptable rate.
   b. The student will be proficient in the operation of office equipment used in the general office situation.
   c. The student will be skilled in the use of grammar and will be able to offer assistance in the preparation of letters, reports, and other business communications.
   d. The student will have a knowledge of record keeping practices and will be able to maintain the financial records of a small firm.
   e. The student will have a knowledge of mathematics as applied to business.
   f. The student will have an understanding of the human relations involved in the office and develop an acceptable attitude in the employer-employee relationship.
   g. The student will understand the importance of getting along with others--not blind conformity, but studied cooperation using tact and readily accepting responsibility as an employee, as a citizen, and as a member of society.

4. Texts and References

   a. Texts (See appended list)

   b. References

      None

5. Minimum Student Materials

   Textbooks
   Shorthand notebooks
   Pen and pencil
   Typing paper, bond and onionskin weights
   Carbon paper

6. Minimum College Facilities

Classroom equipped with typewriting tables and chairs, typewriters (manual and electric), transcribing machines, rotary calculators, adding machines, spirit, stencil, and offset duplicators, and blackboard.

7. Expanded Description of Content and Methods

Stenographer training consists of 1020 hours of classroom work covering specific units in the major categories of shorthand, typewriting, office procedures, and the related subjects business English and mathematics.

a. Shorthand I (Beginning) 120 hours

(1) Learn the basic shorthand symbols and vocabulary.
(2) Read shorthand plates in text.
(3) Take practiced dictation at 40 to 50 words per minute.
(4) Transcribe on typewriter shorthand letters from text.
(5) Transcribe from dictation practiced letters at 40 to 50 words per minute, with some at 60 words.

b. Shorthand II (Intermediate) 120 hours

(1) Review shorthand principles.
(2) Introduce new vocabulary.
(3) Develop speed at 80 words per minute on practiced material taken from the text.
(4) Develop speed at 60 words per minute on unpracticed material, supplementary books.
(5) Develop speed in reading shorthand materials.
(6) Give punctuation drills.
(7) Give spelling exercises with emphasis also upon words that students miss on transcription exercises.
(8) Transcription on practiced and unpracticed material.
(9) Transcription testing.
    (a) Transcription tests from the Gregg "Business Teacher" at 60 and 80 words per minute.
    (b) Three-minute dictates on practiced material at 60 to 80 words per minute.
    (c) Three-minute dictates on five-minute tests from the Gregg "Business Teacher" at 60 words per minute. These will be unpracticed.

c. Shorthand III (Advanced) 120 hours

(1) Review of theory, brief forms, phrasing, and shortcuts.
(2) Development of speed in taking dictation at 80 to 120 words per minute.

(3) Mechanics of transcription--special emphasis upon
   (a) Letter placement--short, medium, and long,
   (b) Letter styles,
   (c) Correct spelling and punctuation,
   (d) Transcribing with carbons,
   (e) Word substitution,
   (f) Proofreading,
   (g) Neat corrections of errors,
   (h) Speed production.

(4) Transcription of three and five minute tests at 80, 90, and 100 words per minute with 95% accuracy.
(5) Transcription letter tests--sets of three at 80, 90, and 100 words per minute.

d. Shorthand IV (Office Style Dictation) 90 hours

(1) A rapid intensive review of punctuation and spelling words most frequently missed by the students.
(2) Dictation of letters for transcription--untimed and unevenly dictated.
(3) Dictation of letters for transcription where the boss makes corrections during the dictation.
(4) Dictation of six or eight letters at one time, to be transcribed in a mailable form. Enclosures will go into some of the letters.
(5) Carbons will be used on all letters dictated. Some letters will require that three or four carbons be used.

e. Typewriting 220 hours

(1) Review of fundamentals including parts of machine, keyboard, figures, symbol keys and skill development.
(2) Intermediate typing includes skill development, letter writing, tabulated reports, manuscripts, forms (filling in), and composing at typewriter.
(3) Advanced typing includes skill development (goal is to reach a minimum of 50 NWPM), build production skills to turnout mailable and usable copy for letters, tabulation problems, and filling in of forms, and multi-carbon copies.

f. Business English and Communication 90 hours

(1) Grammar including pretest, review parts of speech and their correct usage, writing sentences, and choosing the right word.
(2) Punctuation including pretest, using punctuation marks, capitalization, and writing numbers.
(3) Spelling including spelling by sound and meaning, spelling by rules, and specialized vocabularies.
(4) Correspondence including letter writing and memoranda and reports.

g. Business Math and Record Keeping — 60 hours

(1) Improving arithmetic skills including addition, subtraction, multiplication, division, fractions, decimals, percentages, and measurements.
(2) Computing interest.
(3) Salary deductions including income tax, social security tax, and State Unemployment and Disability tax.
(4) Business records including cash, checkbook, statements.
(5) Banking procedures.

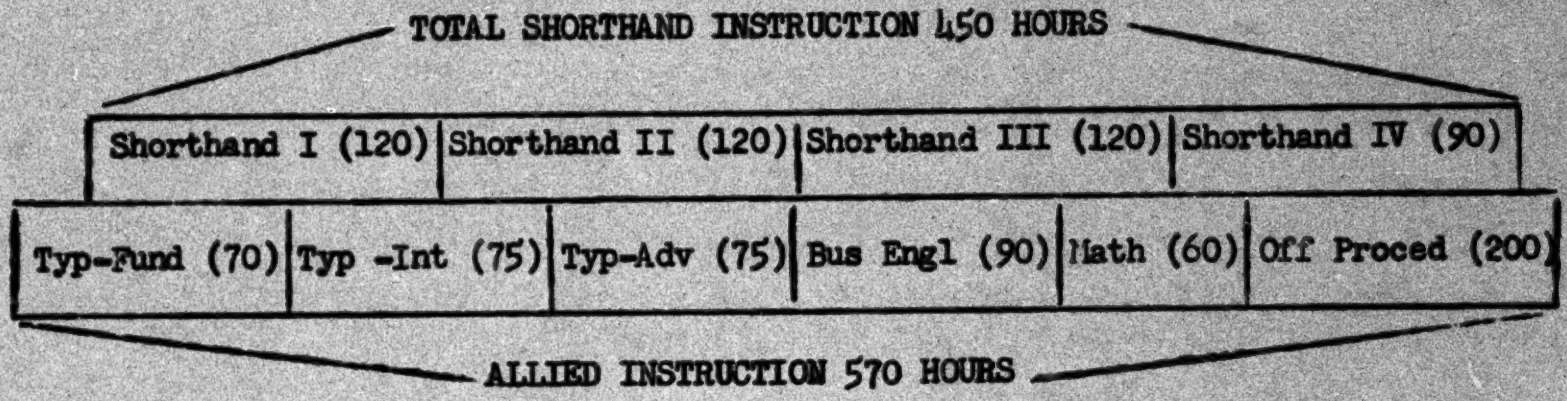
h. Office Practices and Procedures — 200 hours

(1) Production typing--skill development (one hour per day for ten weeks). (50 hours)
(2) Filing including alphabetic, numeric, geographic and subject filing; filing equipment and supplies; steps in filing procedure and control; and charge, follow-up, transfer, and storage. (20 hours)
(3) Office communication systems including business telephone calls (local and toll calls), the switchboard (telephone personality), interoffice communications, special telephone services, telegrams, cablegrams, and radiograms. (10 hours)
(4) Office machines including ten-key and full-keyboard adding machines, offset duplicator, mimeograph, mimeoscope, rotary calculator, and transcriber. (65 hours)
(5) Mailing procedures including incoming and outgoing mail, classes of mail, special postal services, distribution of mail, messenger service and duties. (10 hours)
(6) Purchasing procedures including requisitions and records, obtaining new supplies, and placing orders and receiving supplies. (2 hours)
(7) Sales procedures including handling telephone orders, pricing and billing, and shipping procedures. (2 hours)
(8) Sources of information--reference books and other sources. (1 hour)
(9) Business psychology (30 hours)
   (a) Personal appearance--dress, makeup, neatness and cleanliness, health, posture and walking, voice and speech.
   (b) Relationship with others--cooperativeness and tact, social attitude, courtesy and manners, common sense, trustworthiness, loyalty.
   (c) Efficiency on the job--initiative, mental alertness and memory, puntuality, organization, dependability, production ability, open mindedness.
   (d) Self-appraisal and self-improvement.
   (e) Selling yourself--getting and holding a job, personal interview, application letters, personal data sheets.

8. Methods of Evaluating Outcomes

a. Written quizzes when applicable.
b. Examinations following unit presentations.
c. Participation in class discussions.
d. Written outside assignments and class projects.
e. Mid-term and final examinations.

BLOCK TIME SCHEDULE OF INSTRUCTION
Stenographer Training (DOT 1-37.12) MDTP



COLLEGE OF MARIN

1. General Information

1.1 Title and Code. MDTA Secretary. This program is designed to train Secretaries, D.O.T. Code No. 1-33.01.

1.2 Starting and Completion Dates. It is planned to start one section on November 4, 1963, and another on May 11, 1964, if needed. Completion dates would be May 8, 1964, for the first and November 6 for the second one.

1.3 Length of Course. This course will run for 26 thirty-five hour weeks for a total of 910 hours. This is based on recommendations coming out of conferences of MDT instructors under the supervision of the Regional Supervisor of Business Education. The 35-hour week is thought to be similar to a workweek adapted to intensified instruction.

1.4 Total Number of Sections. Two are contemplated as recommended by the San Rafael office of the California State Employment Service, which proposed: "Classes consisting of 20-25 trainees per class...on six-month intervals during a year. Suggested duration of classes would be 20-26 weeks, two sections of classes recommended during the course. Starting time of first class would be recommended as soon as practicable".

1.5 Schedule of Sections.
1. November 4, 1963, to May 8, 1964.
2. May 11, 1964, to November 6, 1964.

1.6 Educational Agency. This program will be under the supervision of the College of Marin, Kentfield, California. Persons specifically responsible for this supervision will be Dr. Ellsworth R. Briggs, Dean of Adult Education, and Dr. Frank T. Jacobs, Assistant Dean of Adult Education.

1.7. Purpose of the Course. The course is intended for unemployed persons with appropriate aptitude whose background includes some experience in the secretarial field. These persons will be selected by the California State Employment Service and certified to the College for training.

1.8 Facilities and Equipment. Facilities will include a classroom and laboratories at the College's San Anselmo Center, 21 Mariposa Avenue, San Anselmo, and some use of laboratories on the Kentfield Campus. See attached equipment schedules.

1.9 Remodeling of Public Facilities. None is anticipated.

2. Course Information

2.1 Trainee Educational Background and Experience.
a. Eighteen years of age or over.
b. High school graduation.
c. Appropriate aptitude and attitude.
d. Some training and work experience in secretarial field.

2.2 Instructional Materials. See respective courses.

2.3 Standards of Performance. The training objective is to prepare basically qualified trainees for office secretarial jobs at a much more advanced level than those possessed by the average

general office worker, so as to make possible more successful participation in present-day job competition. The expectation: to take dictation, using shorthand, at speeds up to 120 words per minute; to transcribe, using typewriter, up to 60-70 words per minute, or recorded information reproduced on transcribing machines; to handle important correspondence, schedule appointments, skillfully receive office visitors, handle telephone calls, keep records and supervise office clerical staff--performing the many business duties of value to the employer.

2.4 Records. The usual records of the College of Marin Business Education Division will be kept on trainee progress.

2.5 Curriculum Content and Instructional Materials (by Course). (See attached sheets).

3. Instructor Information

3.1 It is planned to use two instructors, one to do the major teaching and coordinating for a 6½ hour day, and the other to assist with one or two subjects for 2½ hours daily.

3.2 Instructor Qualifications. Both instructors will be regularly employed College of Marin Adult School faculty credentialed by the California State Department of Education--ranging from Designated Subject Credential in Shorthand, Typing, Business English to a Master's Degree in Business Education. All under consideration have considerable practical business background.

3.3 Hours and Salary. College of Marin Evening Salary Schedule calls for $7.50 per class hour for credit courses. MDT courses, due to the similar examinations, grading and reporting required, have been set by our Administration and Board of Trustees at that same rate. The proposal calls for nine hours of instruction and coordination daily for 26 weeks, or $8,775.00.

Secretary (Clerical)

Objectives:

The objectives of this training are to prepare trainees to perform general office work in support of executives or managerial personnel, thus relieving them of minor clerical details. By the end of the course, it is expected that each student will have attained a minimum speed of 60-70 net w.p.m. in typing and a minimum of 120 w.p.m. in shorthand dictation. In addition, it is expected that each student will have attained an adequate skill in the use of English, both oral and written, arithmetic and typical business machines. It is also expected that each student will have developed an understanding of the importance of good human relations in business.

The course will cover all the major and most of the minor duties required of a secretary in today's business operation. The class schedule will run from 8:30 a.m. until 4:30 p.m., Monday through Friday, for 26 weeks. The usual junior college class procedures and requirements such as attendance, punctuality, evaluation, and grading will be maintained. The College of Marin staff will have sole responsibility for the planning, preparation and operation of the program.

The screening and selection of trainees for the program will be done by the local California State Department of Employment.

Business Mathematics and Bookkeeping

8:30-9:30 Daily — 130 Hours

Objectives:

1. To train these potential business women in fundamentals of Mathematics, Business Arithmetic and Records Keeping.
2. To develop skill in use of mathematics for business.
3. To provide an opportunity to apply these skills to business problems.

Scope:

1. Review of the fundamentals.
2. Application of learning to business problems.

Instructional Materials:

Mathematics Skill Builder, South-Western Publishing Co. #M92 Text-workbook.
Principles and Problems in College Business Mathematics, McGraw-Hill Publishing Co.

Typing

9:30-11:00 Daily — 195 Hours

Objectives:

1. To develop the typewriting skill superior to that necessary for employment in the average business.
2. To establish good work habits in the care and use of equipment.
   a. Starting the day's work promptly.
   b. Working steadily.
   c. Holding to high standards of performance.
   d. Measuring achievement.
   e. Studying and eliminating errors.
   f. Completing tasks.
3. To acquire knowledge essential to the intelligent performance of a typist's job.
4. To give practice in letter writing and business forms of various kinds.

Scope:

1. Machine care - manual and electric.
2. Development and improvement of basic skills.
3. Horizontal and vertical centering.
4. Rough drafts and proofreader's marks.
5. Syllabification of words.
6. Erasing and correcting errors.

7. Placement and punctuation of letters.
8. Block and modified block style letters.
9. Multiple page letters.
10. Business letters with special parts.
11. Special communication forms.
12. Indented style letters.
13. Addressing envelopes and folding letters.
14. Typing carbon copies.
15. Typing reports.
16. Typing outlines.
17. Manuscripts with footnotes.
18. Inter-office correspondence.
19. Planning and typing tabulation reports.
20. Special business forms.
21. Tricks of the trade for typists.
22. Horizontal rulings.
23. Punctuation and capitalization.
24. Statistical reports.
25. Order and shipping forms.
26. Telegrams.
27. Legal papers.

Instructional Materials:

20th Century College Typing #T-10, South-Western Publishing Co.
Typing Power Drills, Gregg Publishing Co.

English and Business Correspondence

11:00-12:00 Daily — 130 Hours

Objectives:

1. To develop competency in vocabulary.
2. To develop principles of grammar, accuracy of spelling, and punctuation.
3. To develop skill in writing well-knit sentences and clear paragraphs.
4. To acquaint the student with primary business procedures, principles, and broad policies through the motivated medium of business letters.
5. To familiarize the student with simple business problems and to train her in solving them by letter.

Scope:

1. Review of grammar, punctuation and spelling.
2. Vocabulary improvement.
3. Review of letter styles.
4. Study of letters for different situations.
5. Evaluating business letters as to:

    a. Completeness
    b. Courtesy

c. Consideration
d. Clearness
e. Conciseness
f. Concreteness
g. Correctness

6. Application of central principles underlying effective letters.

Instructional Materials:

Word Studies, Walters and Lamb, 5th edition
Workbooks
Practical Business English, Aurner, 3rd edition, 1960
Pretest and Achievement Test - Complimentary
Practical Business Correspondence, Aurner, latest edition
Pretest and Achievement Test - Complimentary

Office Practice

12:30-1:30 Four Days a Week — 104 Hours

Objectives:

1. To develop a usable skill in the operation of the transcribing machines, duplicating machines, and calculators.
2. To provide the students with an understanding of the organization of a modern office.
3. To provide the students with the experiences that are basic to an understanding of the office procedures in the modern business office.
4. To develop attitudes, ideals, and work habits that are necessary for successful participation in office work.
5. To develop a workable knowledge of the principles and procedures of filing.

Scope:

1. Speed and accuracy drills on rotary calculators and ten-key printing calculators.
2. Drills on preparing stencils and operating duplicating machines.
3. Speed and accuracy drills on transcribing machines.
4. Familiarity with the general clerical functions of dictating and transcribing machines.
5. Review work in spelling, grammar, proofreading, and syllabification.
6. Speech improvement and telephone techniques.
7. Filing techniques.
8. Drills on the basic systems of Filing--alphabetical, numerical, geographical, subject and non-correspondence.

Instructional Materials:

Clerical and Civil Service Training, Fisher, 3rd edition, South-Western Publishing Company

Progressive Filing and Records Management, Kahn, Yerian, Stewart, 7th edition, South-Western Publishing Co.
Student's Guide to Progressive Filing, Kahn
Miniature Letters for Progressive Filing, Kahn
Office Machines Course, M59, Agnew, South-Western Publishing Co.

Human Relations

12:30-1:30 Weekly — 26 Hours

Objectives:

1. To develop an appreciation of the importance of human relations in business dealings.
2. To show that the businessman tries to select employees who will contribute toward a smooth-working organization.
3. To show that a good employee is primarily an individual who is capable of self-regulation.
4. To show that continued, efficient study plays a large part in a person's success in business.
5. To show that good grooming is important in social life, obtaining a job, and advancement on the job.
6. To show the importance of good personal grooming to business and social success.
7. To acquaint the student with the fundamentals of proper dress for business.
8. To show the importance of good manners in business.

Scope:

1. Implications of good human relations in business success.
2. What does the business world expect of you.
3. Tools to improve your job personality.
4. Discussion and demonstration of acceptable standards of dress in business.
5. Discussion of the importance of good grooming.
6. Role playing in human relations situations.

Instructional Materials:

Practical Business Psychology, Laird, McGraw-Hill Publishing Co.

Shorthand and Transcription

1:30-4:00 Daily — 325 Hours

Objectives:

1. To develop a dictation speed of 120 words per minute on unfamiliar material for a period of not less than three minutes and demonstrate ability to produce rapidly and accurately mailable transcripts.

2. To develop correct spelling, punctuation, and sentence structure.
3. To develop in the student acceptable office behavior patterns such as cooperation with fellow workers, enthusiasm and willingness to learn, punctuality, reliability, self-confidence, perserverance, sincerity and courtesy.
4. To develop an understanding of business practices.
5. To introduce the student to office dictation and transcription procedures.
6. To develop the primary techniques of transcription; the correct and simultaneous use of shorthand, typing and English without conscious direction.

Scope:

1. Build transcription skill through the study of carefully selected English style fundamentals and their application in the transcription of business letters.
2. Spelling, definition and application of carefully selected lists of business words.
3. Build shorthand skill in the application of shorthand theory principles.
4. Help the student to achieve automatism of selected shorthand phrases.
5. Build a shorthand writing skill that can be sustained for a minimum of five minutes.
6. Intensive review of theory principles, word families, brief forms, special forms, word beginnings and endings, and phrasing principles.
7. Penmanship improvement drills.
8. Application of a series of Progressive Speed Builders, each one progressing ten words per minute every half minute.
9. Dictation material covering many types of businesses or trades and containing up-to-date business letters, involving many departments of a business.
10. Rapid and accurate transcription on the typewriter.

Instructional Materials:

Gregg Shorthand Simplified, Gregg, Leslie, Zoubek, 2nd edition, 1955
Student's Transcript
Refresher Course in Gregg Shorthand Simplified, Strony, Garvey, Newhour, 1959
Gregg Transcription for Colleges, Simplified, Hosler, Grubbs, Wagoner, 1959
Student's Transcripts
20,000 Words, Leslie, 4th edition, 1959
Most-Used Shorthand Words and Phrases, Gregg, Leslie, Zoubek, 1959
Reference Manual for Office Employees, Larsen-Koebel, 4th edition, 1959

1963-64
MDTA-Secretary-1.3301
Proposed Schedule
26 Weeks of 35 Hours for 910 Hour Total

Hour	Daily	Subject	Total Hours
8:30	1 Hour	Business Mathematics and Record Keeping	130
9:30	1½ Hours	Typing (Manual and Electric)	195
11:00	1 Hour	English and Business Correspondence	130
12:00	½ Hour	Lunch	
12:30	1 Hour	Office Practice - Mon., Tues., Thurs. and Fri.	104
		Human Relations - Wed.	26
1:30	2½ Hours	Shorthand and Transcription	325
	7 Hours	Total Hours	910

PASADENA CITY COLLEGE

Manpower Development and Training Act

Training Plan

1. General Information

1.1	Occupational Title	Clerk-Typist, 1-37.34
1.2	Starting Date	September 3, 1963
1.3	Length of Course	6 hours/day, 5 days/week, for twenty-six weeks.
1.4	Total Number of Sections	One section, thirty-three students.
1.5	Schedule of Sections	
	Section 1	September 3, 1963 through February 28, 1964.

1.6 Name of Agency Supervising Course
Pasadena City Schools
One fractional time supervisor
One part-time clerk.

1.7 This training program is for persons currently unemployed.

1.8 It is proposed that this training program will continue to use the facility located at 840 East Maple Street, Pasadena. The equipment purchased for CAL-51, Section I, will be available for continued use.

1.9 No minor remodeling is anticipated.

2. Course Information

2.1 Applicants for this training program will be carefully screened by the Selection Referral Officer of the California State Employment Service. Only those persons that this agency (CSES) feels can profit from the training program will be admitted.

2.2 See original training plan for CAL-51 and attached Form OE-400C.

2.3 Standards of performance expected of each trainee at the completion of this training program are indicated in the MDT-1 dated November 28, 1962, which indicates the following:

"a. Description of Occupation and training objective: Typewrites letters, reports, and other matter from rough draft or corrected copy. Files correspondence records and reports. Makes out bills, answers telephone, and handles mail. Objective: To train worker so that entry skills of 45 WPM in typing and familiarization with basic office practices can be attained."

2.4 A record of the enrollees in this training program will include the regular Pasadena City College Extended Day School teacher records (regular forms and teacher class roll record which shows days and hours of attendance), plus a record of individual student progress on each of the units shown in the topical outline.

2.5 Course Outline: See original outline as approved under CAL-51 (as we are only half way through our original CAL-51 program). We do not want to suggest any major changes in the approved outline at this time.

3. Instructor Information

3.1 This training program will require the services of one full-time instructor who will be paid an hourly rate on the basis of seven hours per day, thirty-five hours per week, for twenty-five weeks. Although this class is scheduled for six clock hours per day, we have found that it is mandatory to allow one hour per day for teacher preparation.

3.2 The instructor of this training program will be required to meet the requirements of the Special Secondary Credential in Business Education (Article 13), or the Adult Education Credential in Designated Subjects (Article 35).

3.3 The hours and anticipated salary for instructors in this training program are shown on an attachment to Form OE-4000, Item 1a.

Note: It is proposed that this Clerk-Typist program be operated in conjunction with the Stenographer program (CAL-25).

The Clerk-Typist will use the Typing-Shorthand room which was approved on CAL-25. This is fully equipped with tables, chairs, typewriters, non-consumable typing texts, and business machines required for the Office Practice phases of the program.

The Theory Room requested for this Clerk-Typist program is composed of two individual rooms. One, 14' x 19', will be used to house the business machines for Office Practice work for both the Clerk-Typist and Stenographer programs. The second part of the Theory Room is 19' x 38' and will house tables, chairs, and certain business machines, and will be used to conduct the Office Practice and Procedure unit, the Business English unit, and the Business Mathematic unit, for both Clerk-Typist and Stenographer programs.

The attached Room Schedule shows the scheduling of the rooms that the Clerk-Typist and Stenographer's program will use. (For the purpose of the schedule the Theory Room is shown as one room rather than two.)

ROOM SCHEDULE FOR

CLERK-TYPIST AND STENOGRAPHER

TRAINING PROGRAM

Theory Room (19 x 52')		Typing/Shorthand Room (38' x 52')	
9:00 - 11:00 a.m.	Office Practice and Procedures (Clerk-Typist)	9:00 - 11:30 a.m.	Shorthand (Stenographer)
11:00 a.m. - 12:00 N.	Business English (Clerk-Typist)	12:00 N - 1:30 p.m.	Typing (Stenographer)
12:30 - 1:30 p.m.	Business Mathematics (Clerk-Typist)	1:30 - 3:30 p.m.	Typing (Clerk-Typist)
1:30 - 2:15 p.m.	Office Practice and Procedures (Stenographer)		
2:15 - 3:00 p.m.	Business English (Stenographer)		
3:00 - 3:30 p.m.	Business Mathematics (Stenographer)		

Course Outline for Clerk-Typist

Typing - Minimum competency identified on MDT-1 dated November 28, 1962, 45 WPM — 250 Hours

Fundamentals of Typing — 80 Hours
1. Machine Fundamentals
2. Standards of Performance
3. Skill Development
4. Brief Introduction to Letters and Forms

Production Typing I — 70 Hours
1. Skill Development
2. Application to Forms

Typing and Transcription I — 30 Hours
1. Produces Mailable and usable copy
2. Transcription Practice

Production Typing II — 35 Hours
1. Improvement of Production Skills

Production Typing III — 35 Hours
1. Skill Development

Textbooks used include No. 1, 2, 9, 10, 13, and 14.

Office Procedures and Practice — 220 Hours

Procedures
1. Office Organization and Routine
2. Job Relationships
3. Clerical Routines: motion-mindedness

Filing
1. Alphabetic
2. Numeric
3. Filing Equipment and Supplies
4. Filing Procedures (sorting, cross referencing, charge-out, follow-up)
5. Preparation of File Labels, Folders, and Guides

Telephone and Telegraph

Sources of Information--reference books and other sources

Reports, Manuscripts, Legal Documents

Business Psychology
1. Personality of the clerical worker

2. Clerical Aptitude Tests and Personality Tests
3. Personal Appearance--dress, hair, make-up, cleanliness, neatness, health, voice, posture.
4. Personality--initiative, courtesy (manners), enthusiasm, sincerity, cooperativeness, tact, social attitude, sense of humor, office etiquette.
5. Mental Skills--learning to follow directions, learning from previous mistakes, using initiative to solve a problem, open mindedness to new ideas, suggestions, or criticisms.
6. Responsibility--promptness, trustworthiness, loyalty, ambition, persistence, dependability.
7. Attitude Toward the Job--promptness and regularity in attendance, pride in one's work, production of a day's work in a day.
8. Self-appraisal and Self-improvement.
9. Selling Yourself (getting and keeping the job) Seeking employment; personal interview and follow-up; application letters and data sheets; application blanks.

Textbooks used include No. 3, 4, 17, 19, and 20.

Business Machines

Machine Mathematics
1. Comptometer
2. Ten Key
3. Full Key
4. Calculator-Rotary

Duplicating Procedures
1. Mimeograph
2. Ditto
3. Thermo-Fax
4. Offset

Machine Transcription
1. Dictaphone
2. Soundscriber
3. IBM Transcribing Machine

Textbooks used include No. 15

Business English and Communication — 125 Hours

Vocabulary Skills — 50 Hours
1. Pretest
2. Spelling by Sound and Meaning
3. Spelling by Rules
4. New Words Spelling
5. Specialized Vocabularies
6. Special Vocabulary Problems

Applied English Grammar — 40 Hours
1. Pretest
2. Nouns and Pronouns, Brief Review

3. Verb Review
4. Additional Word Forms Review
5. Sentence Structure
6. Capitalization and Punctuation
7. Number Styles
8. Word Usage

Correspondence English — 35 Hours
1. Better Business Correspondence
2. Good Letter Writing
3. Memoranda and Reports

Textbooks used include No. 11, 12, and 16.

<u>Business Computation and Record Keeping</u> — 125 Hours

Improving Arithmetic Skills
1. Addition
2. Subtraction
3. Multiplication
4. Division
5. Fractions
6. Percentages

Mathematics of Business
1. Payrolls
2. Trade and Cash Discounts, Markups.

Mathematics of Finance
1. Computing Interest
2. Discounting Notes and Drafts
3. Installment Buying and Selling

Mathematics of Insurances and Taxes
1. Insurance
2. Property and Income Taxes
3. Social Security

Mathematics of Investments
1. Stock Purchases and Stock Sales
2. Bond Purchase and Bond Sales

Business Records and Graphs
1. Petty Cash Book
2. Profit and Loss Statement
3. Balance Sheet
4. How to Make and Use Graphs

Practical Measurements
1. Linear Unit
2. Square Unit
3. Cubic Unit

Banking Procedures

Civil Service and Employment Problems

Records Management
1. Establishing Filing Systems
2. Selection of Equipment and Supplies
3. Controlling and Managing Filing Systems
4. Transfer and Disposal
5. Evaluating Filing Efficiency

Textbooks used include No. 5, 6, 7, 8, and 18.

Banking Procedures

Civil Service and Employment Problems

Records Management

1. Establishing Filing Systems
2. Selection of Equipment and Supplies
3. Controlling and Managing Filing Systems
4. Transfer and Disposal
5. Evaluating Filing Efficiency

Textbooks used include No. 5, 6, 7, 8, and 18.

Banking Procedures

Civil Service and Employment Problems

Records Management

1. Establishing Filing Systems
2. Selection of Equipment and Supplies
3. Controlling and Managing Filing Systems
4. Transfer and Disposal
5. Evaluating Filing Efficiency

Textbooks used include No. 5, 6, 7, 8, and 18.

HAYWARD UNIFIED SCHOOL DISTRICT

Training Plan
Medical Secretary

1. General Information

1.1 Occupational Title	Secretary (Medical) 1-33.01
1.2 Starting Date	3 weeks after approval or about February 10, 1964, and complete August 21, 1964. The second section will begin after completion of this section and will be submitted on a new proposal about July 1.
1.3 Length of Course	Through consultation with members of the medical profession, representatives of the California Department of Employment, representatives of the California Department of Education, the course was determined to require 980 hours of classroom and clinical instruction. As a medical secretary in a small office often works at least 7 hours a day, it was determined that instruction should as nearly as possible reflect these working conditions -- that is 7 hours a day of instruction or 35 hours weekly.
1.4 Total Number of Sections	1 section of 30 students
1.5 Schedule of Sections	
Section 1	To start February 10, 1964, and complete August 21, 1964.

1.6 Name of Agency Supervising Course

The course will be conducted under the supervision of the Hayward Unified School District. Supervision will be done by the Vocational Coordinator of the district and by the teacher-supervisor from the teaching staff.

1.7 All students will be unemployed.

1.8 This training will be held at 22300 Foothill Boulevard, Hayward, until the remodeling is complete at 26316 Hesperian Boulevard, Hayward.

1.9 Remodeling
The school we now use for our clerk-typist and steno-secretary program has been condemned and will be sold before our medical

secretary courses are completed. Also, we anticipate continuing with more classes of clerk-typists and steno-secretaries when these complete due to the increasing growth of this community. We have a three-year old building which has classroom partitions but they are not finished. In order to make these classrooms adequate, some remodeling will be needed. The cost of this remodeling will be $3,500.00. (See outline attached to Form OE 4000.)

2. Course Information

2.1 Entrance requirements from MDT-1

(1) All trainees will be women with a minimum of a high school education.
(2) The age range is estimated to include approximately 10% between 18 and 21 years, 80% between 22 and 44 years and 10% between 45 and 50 years.
(3) Ability to type 25 words per minute accurately.
(4) Attain the recommended minimum scores on SATB B 215.
(5) Demonstrate by appearance, personal presentation and attitude, that there is a good potential for successful job performance after training.
(6) Priority factors for selection as set forth by PL 87-415.
(7) All screening to be done by the Department of Employment.

2.2 See list of books and supplies attached to Form OE 4000 for instructional manuals, textbooks and references to be used by trainees.

2.3 The course objective is to prepare trainees to successfully assume the varied duties and responsibilities of a medical secretary as outlined in the description of the occupation. Training will be directed toward developing proficiency in the use of office machines and equipment and emphasis will be placed on the instruction of medical terminology. It will also include office procedures and ethics typical of the medical profession as well as limited nursing and laboratory tasks.

2.4 Records of students to be kept are:

Attendance
Progress
Attitude
Speed for typing and shorthand
Punctuality
Required government records
Plus all records needed for reference for placement
Completion

2.5 Course Outline:

The course outline is shown in the attached block diagram. We will use 2 instructors, each teaching 5 hours per day with 2 hours of preparation time. The students will have 7 hours of classroom instruction. Homework will be assigned and graded.

2.5.1

The specific skills to be developed under each title heading are:

(1) Medical Secretary Fundamentals--a survey of anatomy and physiology; origin, meaning and application of terminology; ethics, interdepartmental relations, personal conduct, public relations, and telephone procedures.

Additional duties commonly include sterilizing instruments, preparing patients for examination, checking heights and weights and making certain types of laboratory tests.

(2) Legal Aspects--parent, nurse, doctor, patient relations, adoption, etc.

(3) Shorthand--study shorthand outlines for medical terminology, develop shorthand speed.

(4) Medical reports--interpretation of medical records and forms including proper filling out of insurance forms. Correct filling in of case histories and their meaning.

(5) Transcription--develop skill in transcribing dictation of medical reports, articles, case history and correspondence from a transcription tape or shorthand notes.

(6) Office practice and machines--develop skills in the use of office machines, review and practice in office filing principles and systems.

(7) Business English--review of basic grammar, sentence construction, capitalization, and punctuation. Review spelling and pronounciation, definition of medical vocabulary, composition of routine correspondence.

(8) Business Math--review of basic mathematics required for a medical secretary as payroll, patient billing, taxes.

(9) Business Record Keeping--Be able to handle the financial transactions of the office, maintaining records, billing patients and keeping these records in up-to-date form.

(10) Typing--speed and accuracy drills, training and practice in typing technical material containing medical terminology, medical reports, etc. Develop a typing speed of 55 wpm.

(11) Special Study--this time is left open until we have tested the students and watched their progress. When their areas of weakness are known, they will be given special attention at that time.

2.5.2 In addition to books listed and attached to Form OE 4000, the following equipment is already on hand and will be utilized:

Marchant Calculator
Printing Calculator
Duplicating Machine, Roneo
5 adding machines
Combination dictaphone-transcriber
Filing cabinet
Stenorette combination
Stenorette transcriber
Stenorette protable dictating machine
Spirit Duplicator
Dictaphone transcriber
Dictaphone dictator
1 hospital bed
1 scale and height unit
1 overhead projector & transparencies
16 mm projector and screens
35 mm projector

3. Instructor Information

3.1 Two full-time instructors.
3.2 We certify that the instructors will meet the requirements and standards for a regular California credential.
3.3 Each instructor full time 7 hours a day, 5 days a week for 28 weeks @ $5.50 per hour = 7 X 5 X 28 X 5.50 = $5,390.00
2 instructors = $10,780.00

This rate of pay conforms to our Adult School hourly rate.

2.5

MEDICAL SECRETARY

	2	4	6	9	12	15	19	22	25	28
8:00	Medical Secretary Fundamentals					Legal Aspects				
9:00										
10:00	Typing and					Transcription				
11:00	Medical Reports			Insurance Reports		Case Histories				
12:00	Business English and Spelling									
12:30	Lunch									
1:30	Business Math					Medical Record Keeping				
2:30	Shorthand							Special Study		
3:30	Shorthand									

BERKELEY UNIFIED SCHOOL DISTRICT

Training Plan
Salesperson, General

1. General Information

1.1	Occupational Title:	Salesperson, General 1-75.71
1.2	Starting Date:	January 13, 1963
1.3	Length of Course:	7 hours per day, 5 days per week for 6 weeks
1.4	Total Number of Sections:	2 Sections of 30 students each. Sections will run consecutively.
1.5	Schedule of Sections:	Section 1. Jan. 13, 1964 through Feb. 21, 1964 Section 2. Feb. 24, 1964 through Apr. 3, 1964
1.6	Name of Agency Supervising Course:	Berkeley Unified School District Berkeley, California One fractional time supervisor
1.7	Purpose of the Course:	This course is intended for unemployed persons who can benefit from retraining. These persons will be selected by the C.S.E.S. and certified to the school.
1.8	Facilities and Equipment:	The course will be conducted in nonpublic rented space, yet to be determined. School enrollment in the Berkeley Unified District is so great that it has caused over-crowded school room facilities. In order to properly house this program, it has become necessary to lease nonpublic space. Equipment will be rented, with an option to buy, and purchased when and if it becomes more economical to do so.
1.9	Minor Remodeling of School Plant:	None

2. Course Information

2.1 Qualification of Student:

a. 18 years of age or older

b. High school education or equivalent
c. Satisfactorily passed the personal interview and screening of the California State Department of Employment.

2.2 Textbooks: Textbooks are listed by subject matter in Course Outline attached to this proposal.

2.3 The objectives of the course are to prepare trainees to successfully perform retail sales tasks that are customarily a part of the operation of a department or specialty store. Entry job requirements for specific skills, as determined by the California Department of Employment, will be met.

2.4 All the required Federal, State and local records will be kept along with attendance, grading on tests and final grades upon completion of the program.

2.5 Course outline: See attached course of study outline.

3. Instructor Information

3.1 There will be two part-time instructors.

3.2 These instructors meet the certification requirements of the State of California for their particular areas of teaching.

3.3 Instruction will be provided for 7 hours each day at the rate of $6.31 per hour, plus employer contributions for Retirement, Social Security, Health and Workmen's Compensation. The above is the standard rate of pay for Adult Education Teachers that has been established by the Berkeley Board of Education.

BERKELEY UNIFIED SCHOOL DISTRICT

Course Outline

Manpower Development and Training Act
(Salesperson, General)

The following proposed curriculum for (Salesperson, General) has been developed by the Berkeley M.D.T.A. Coordinator with help and guidance from the local office of the California Department of Employment, the Berkeley Mayor's Employment Committee, and the local Chamber of Commerce.

In order to effectively teach the course and incorporate the recommendations of the above mentioned groups, the course has been divided into three general areas of concentration.

(1) Business English and Speech
(2) Basic Arithmetic and Mathematics Review
(3) Retail Salesmanship and Merchandising

Business English and Speech - 8:30 - 10:30 a.m. 60 Hours Total

This course unit assumes that the trainee has been exposed to the fundamentals of grammar in early school years. The objectives are to ascertain the extent to which rebuilding is required and to orient the trainee to the importance of proper word selection, pronunciation and good sentence construction. Emphasis will be given to the commonly misspelled words encountered in sales work. Neatness and good work habits will be stressed throughout the course.

Speech development and voice control training, with special emphasis being placed on the elimination of improper speech patterns. This course unit is designed to "bring out" the trainee and help build up his self-confidence so that he can perform as an effective and productive salesperson.

Text:--Processes in Writing - Anderson and Womack

Basic Arithmetic and Math Review - 10:30 - 11:30 a.m. and 3:00 - 4:00 p.m.
60 Hours Total

This course unit is designed to strengthen the trainee's background in the fundamentalsof arithmetic. Emphasis is placed on developing skill in arithmetic so that the trainee will be able to handle the arithmetic problems that are common to the retail salesperson's job. Addition, subtraction, multiplication, division, decimals, fractions, and percentages and interest will be covered. Ample tests will be used.

Text:--Mathematics Skill Builder (Workbook) - South-Western Publishing Co.

Lunch - 11:30 - 12:00

Resource Presentations - 12:00 - 1:00 p.m. 30 Hours Total

This hour will be used each day during the training program for guest speakers who are experts in store personnel, telephone techniques, cash register operation, personal grooming, etc. The Berkeley merchants have established a speakers' bureau and will coordinate these speakers with the salesmanship curriculum. In addition, this hour will be used to present instructional films and other audio-visual presentations.

Retail Salesmanship and Merchandising - 1:00 - 3:00 p.m. 60 Hours Total

This course unit does a comprehensive job of covering retail salesmanship. Extensive use will be made of "live" sales demonstrations. Trainees will be required to give many live sales demonstrations covering all aspects and problems that might be encountered in real life sales situations. This course unit has been divided into four major parts: Retailing and the Salesperson, the Customer and the Product, the Selling Process, and Job Relations and Performance.

Text:--Successful Retail Salesmanship - Prentice-Hall, Inc.

SAN DIEGO CITY COLLEGE

Manpower Development and Training Act
Reproduction Typist 1-37.32

Summary of Project

1. General Information

1.1 Reproduction Typist - DOT Code 1-37.32
1.2 The first two sections will start January 7, 1963, and complete on June 21, 1963. The second two sections will start June 24, 1963, and complete on December 6, 1963. Each class will meet 30 hours a week.
1.3 Each section will meet 720 hours. Both the length of course and the number of hours per week were determined by the Advisory Committee for Reproduction Typists in conjunction with the local MDTA Advisory Council. (See attached minutes of Meeting No. 1)
1.4 There will be four sections, with 25 students in each section.
1.5 Two sections will run concurrently. (See 1.2 for schedule)
1.6 San Diego Unified School District - San Diego City College. The staff will include two part-time supervisors, three instructors and one part-time secretary.
1.7 The courses are offered for unemployed persons referred by the State Employment Service.
1.8 The program will be housed at the San Diego City College- Business Building. Bungalow #25 (24 X 48) will be equipped and set aside eight hours a day for the exclusive use of the program. A standard classroom will be made available for four hours a day for the English courses of the two sections.
1.9 None

2. Course Information

2.1 See MDT-1
2.2 See Supplement to Form CE 4000
2.3 See MDT-1
2.4 Brief description of records which will be kept on trainee progress. Records will be kept for the classes for Reproduction Typists and for each student in the programs in the exact manner and according to the standards established for all students in the San Diego Junior Colleges. Students will be admitted, officially registered and a class roster printed by the IBM machine. On this roster the teacher will mark date of registration and a day-by-day attendance record for the duration of the training period. Other individual student records for the purposes of the college include a student data card, identification card, health counseling card, monthly attendance card and final grade card. The teacher will also record grades for each student on achievement tests, rate of progress, completion of units of study, etc., as instruction proceeds. (see 2.5.3)

2.5 List in topical outline form the major units or divisions of the course indicating the approximate clock hours to be assigned to each. The program for Reproduction Typists consists of three courses, each of which meets for two hours per day, 5 days per week for approximately 24 weeks in length. Each trainee admitted to the program would be required to register in all three courses, thus making a total training time of six hours per day or thirty hours per week for the 24 weeks.

These three courses are:

Course Number and Title: English X23 - English for Reproduction Typists

Course Description: Prerequisite: Admission to the program for Reproduction Typists and concurrent enrollment in Typing X33 and Business Practice X33

Spelling, vocabulary, punctuation, word division and other basic grammar review applicable to typing technical material to be reproduced. Rules for layout of mathematical formulae and familiarization with scientific symbols and Greek letters. Mastery of proofreader symbols and editing directions. Familiarity with commercial or government specifications manuals and how to use them.

Course Number and Title: Typing X33 - Advanced Typing for Reproduction

Course Description: Prerequisite: Admission to the program for Reproduction Typists and concurrent enrollment in Business Practice X33 and English X23

Study and use of the IBM Executive typewriter. Speed and accuracy drills on the alphabetic and numerical keyboard. Rules for and practice in margins, justification, page placement, tabulation, and other typing skills and techniques necessary for preparation of technical material for reproduction.

Course Number and Title: Business Practice X33 - Office Practice for Reproduction Typists

Course Description: Prerequisite: Admission to the program for Reproduction Typists and concurrent enrollment in Typing X33 and English X23.

Training and practice in typing layout and composition. Use of a variety of materials and tools and limitations of each. Skill in correction methods, rules for reduction in size of copy, inking, use of changeable type bars.

2.5.1 Identify the specific skills that will be developed in each major unit or division of the course in terms of job requirements.

The course descriptions written above show that the three units are closely related to each other. For job requirements reference is made to the Department of Employment Summary of Duties for Reproduction Typist 1-37.32 "Plan, lay-out and type on Executive Typewriter, material to be reproduced for documents."

The English and related instruction time will be devoted to rules and familiarization with all the technical knowledge which must be understood and used in planning and lay-out.

The Typing course instruction time will be used to learn the most important tool, the Executive Typewriter. Intensive drill for speed and accuracy will be combined with practice in applying the technical knowledge gained in the English course.

The Business Practice course will stress the application of the knowledge and skill gained in the other two courses to the actual preparation of reproducible documents. In this course the student will practice with the variety of tools, materials and methods used in the occupation.

2.5.2 Identify the instructional materials, teaching aids, new equipment, etc., with the appropriate topic in the course outline.

The textbooks about vocabulary, word division, grammar, as well as reference materials on symbols, Greek letters, government specifications, proofreading rules, etc., will be used in the English class. This two hours of daily instruction will take place in a standard classroom.

The Typing class and the Business Practice class will both be given in the typing laboratory, four hours daily. Special equipment consists of typing tables grouped in fours to provide table work space, typing chairs, and Executive Typewriters. Many of the above named texts, as well as the typewriting books will be used in the Typing course, also newsprint practice paper in quantity. For the Business Practice course the additional specialized equipment such as changeable type bars, Typits, light boxes, etc., will be used as well as a variety of small tools such as Rapidograph and Exacto knives. The special papers such as ledger, vellum, etc., are used in this course, also many aids and correction supplies--snopake, artist aid, splicing tape, and backing sheets.

2.5.3 Describe methods to be used in evaluating trainee progress and achievement--names and types of tests to be used, etc.

Achievement tests and project assignments developed by the teacher will be given periodically to evaluate progress in mastery of techniques, skills, concepts, and job competency. Frequent timed

writings will be scored for gains in typing speed and accuracy. As these courses will all be taught by teachers with business experience in the field they are teaching, evaluation of student progress can be maintained by observation and comparison with employability standards.

3. Instructor Information

3.1 One instructor, 20 hours per week, to teach two sections of English X23. Two instructors, 20 hours per week, each to teach Typing X33 and Business Practice X33.

3.2 Instructors must hold a regular General Secondary, Junior College, or Special Secondary in Business Education (Bureau of Business Education to determine type). Qualifications should include a minimum of five years of experience in the field of technical reproduction typing.

3.3 Each instructor will teach four hours a day, five days a week for a total of twenty hours. The hourly rate will be $5.80, which is the established City Schools rate for this type of service.

SAWYER SCHOOL OF BUSINESS

Manpower Development and Training Act (P. L. 87-415)

Training Plan Outline
Stenographer

1. General Information

1.1 Stenographer (Clerical) DOT 1-37-12
1.2 One section to start approximately August 19, 1963, and end approximately February 21, 1964.
1.3 The course is designed to cover an instructional period of 780 clock hours, 6 hours each day. This amount of time does allow students a reasonable number of absences due to illness or any other excusable reason. However, it is desirable that the student be in training the full time if at all possible. The training time allotted for this course is in keeping with our training standards which have been developed through the training and placement of many hundreds of students. Employer satisfaction is a prime factor in our decision to provide this amount of time for this course. Classes meet every day, five days each week. Six hours per day is in keeping with the standards set up by the training act and will fit into our schedule.
1.4 One section of 25 students.
1.5 One section 25 students to start Monday, August 19, 1963, and complete their training twenty-seven weeks later, February 21, 1964. Total elapsed time will be twenty-seven weeks which will allow for twenty-six weeks of training exclusive of holidays on September 2, Labor Day; November 28, Thanksgiving; December 24 and 25, Christmas; and January 1, New Year's Day.
1.6 Supervising agency will be the Sawyer School of Business, Mr. Harrison Myers, Secretary-Treasurer; Mr. E. L. Green, Director, as well as the instructors of the program.
1.7 The program is primarily intended for the retraining of unemployed. However, in all cases, the Department of Employment, State of California, will dictate the class structure.
1.8 The training facilities for the proposed program are located at 707 South Broadway, Los Angeles. Adequate quarters and equipment have been established, and this new class will follow the class session which has just completed training at this location.
1.9 None

2. Course Information

2.1 In order for us to accomplish our final objective of attaining a more than adequate typing speed in this intensive period of allotted time, the prospective student preferably should have a typing speed of at least 20 words per minute. Prerequisites in other subjects have not been established. However, we feel that the student should have completed high school or have

attained the equivalent of a high school education through experience and/or study since high school. It is understandable that the student with the best educational background will achieve the highest grades and be the best student.

2.2 See attached book and supply lists.

2.3 Our objective is to provide the graduate with the required dictation and transcription skills, as well as typing ability and general office clerical knowledge that will qualify him for a stenographic position.

2.4 Daily attendance records will be kept along with all progress reports and periodic tests which are given each student throughout his course of training. These records become a part of a permanent file which is kept by the school.

2.5

Shorthand (80-100 wpm)	260 Hours
Typewriting (45-60 wpm)	260 Hours
Business English (Spelling, Vocabulary, Grammar, and Punctuation Correspondence)	130 Hours
Office Machines and Clerical Practice	52 Hours
Office Behavior Personality Development	13 Hours
Filing and Indexing	26 Hours
Production Typing and Transcription Practice	39 Hours
Total Hours	780 Hours

2.5.1 We strive to train the student to the point where he will achieve a grade of "A" or "B" in all of the subjects listed. If he attains this proficiency, we feel that he will more than satisfy the requirements of industry for placement.

Sawyer School makes it possible for each student to maintain his typing speed and accuracy by attending practice sessions at the school for a reasonable length of time prior to placement. There will be no charge for this service.

2.5.2 The instructional material and texts are, for the most part, workbook-textbook combinations, lecture and visual aids, as well as a series in grooming and personality development by the staff of Caroline Leonetti.

2.5.3 Trainee program is evaluated by periodic tests as well as daily participation in class. Tests used are primarily those issued by the book publishers as well as other standardized tests.

3. Instruction Information

3.1 We feel that the equivalent of one full-time instructor will be needed for training this section.

3.2 State of California adult teaching credential is required as a minimum credential in all cases. We select for instructors those men or women who are well qualified through educational background paying particular attention to job experience in the field in which they will instruct.

3.3 Class instructor time will be six hours each day. The instructor salary will be approximately $600.00 monthly.

HUMPHREYS COLLEGE

Manpower Development and Training Act PL87-415

Training Plan

A Proposal for Program of Retraining Stenography

1.1 Occupational title and DOT code for occupation reflecting course content:

Stenographer. DOT code # 1 37 12.

1.2 Starting date and completion date - all sections:

Two sections are anticipated under this proposal.

	First Section	Second Section
Starting date:	December 9, 1963	July 20, 1964
Ending date:	July 8, 1964	February 13, 1965

1.3 Length of course in clock hours:

910 For schedule of hours of instruction and distribution of hours among subjects, please see schedules attached.

Indicate how the length of the course was determined:

The length of time was determined by computing the number of hours of concentrated effort usually spent, in occupationally essential subject matter, by an average student of stenography and allied subjects in the public junior colleges of California.

In broad subject groups these hours are as follows:

	Clock Hours
Stenography to 100 wpm including transcription	400
Typing and office practice	260
Communications (English, Letter Writing, Telephone, Meeting Callers, Speech, Personality Development)	150
Mathematics - Records - Machines	100
	910

Indicate how the specific number of hours per week was determined:

The educational week was determined by using a "workweek" slightly less than the usual workweek in actual employment practice, in this occupation, in this community. The slight reduction in gross hours makes the program more compatible with normal schedule of hours used in this institution and eliminates rescheduling of automatic bell schedules.

1.4 Total Number of Sections -- Number of separate groups of trainees which will be given the training course content.

This Training Plan is planned for two sections of 20 trainees each, the second section following when the first is completed.

1.5 Schedule of Sections - indicate the proposed beginning and ending date for each section:

First Section	Second Section
Starting date: December 9, 1963	July 20, 1964
Ending Date: July 8, 1964	February 13, 1965

The schedule above anticipates two sections in this proposal. There is no problem of overlapping sections or conflict of vacation days involved since the sections are consecutive.

Dates of regularly scheduled school closures affecting this program and expected to occur during a training course section should be identified with the appropriate section in the schedule:

Dates of regularly scheduled school closure affecting the program:--

Vacations;

First Section
Christmas recess 12/23/63 - 1/3/64
Good Friday 3/27/64
Easter-Spring recess 3/30/64 - 3/31/64
(Last day of instruction 7/8/64)

Second Section
Labor Day 9/7/64
Veterans Day 11/11/64
Thanksgiving 11/26/64 and 11/27/64
Christmas recess 12/21/64 - 1/1/65
(Last date of instruction - 2/13/65)

All dates are inclusive.

1.6 Name of agency which will give immediate supervision to the course, and extent of such supervision including number of staff, etc.

1. Humphreys College: Supervisor -- J. D. Collum, Dean of Instruction; Berneice Neugebauer, Supervising Instructor.
2. State Department of Education, by staff members appointed by that agency.

1.7 Statement as to whether the proposed course is intended for employed or underemployed persons, and the expected ratio if mixed.
The course of study as proposed is intended for unemployed only.

1.8 (a) Name, location and description of space to be utilized for this course, (b) equipment available, and (c) list of equipment proposed for purchase showing unit cost for each proposed item:

(a) It is intended that the instruction described herein be conducted in the college facilities located in downtown Stockton, California, at 108 N. California Street in rooms to be assigned by the College Administration.
(b) There are adequate manual and electric typewriters, transcribing machines, and business machines available in the college at this time.
(c) List of equipment proposed to be purchased: None.

1.9 Description and estimated cost of minor remodeling, if any.
None

2. Course Information

2.1 Statement of trainee educational background and/or previous experience. Prerequisite to enrollment in or successful completion of the course.

Approximately 64% of the group have high school diplomas, and another 18% has at least one year of college. The remaining 18% had not finished the 12th grade.

Most of the potential trainees have vocational experience in clerical fields related to stenography; however, their lack of stenographic skills makes adequate placement service extremely difficult.

2.2 List of reference books, manuals, textbooks to be used by trainees, and of visual or other instructional aids.

For a list of textbooks and manuals to be used by each trainee, please see the complete list of required books and supplies attached to this training plan.

Reference books which are required occasionally are available in the college library.

This training plan anticipates extensive use of audio-visual materials in the learning of shorthand and typing. These materials include the use of an extensive library of recorded graded dictation. These materials are available in the library of the college and are available as required by the trainees.

Much of recorded dictation used is planned to accommodate the individual differences in ability and capacity to study which normally occur in every training group. In order to accommodate this educational need, the college has numerous listening stations in the library which are able to select for each student material appropriate for his level of learning, even though several levels may be represented in the class. The students use earphones, and the college requires each student to own his own earphone and jack (a very small device) which he carries with him and plugs into whichever listening jack is available when it is his turn to study this material in the college library.

Machine transcription (transcribing from various dictating machines) is an aspect of this training plan. The college has adequate machines and materials for this instruction. The training materials are part of the college library and are used by students as required.

The writing of letters, orders, and reports from broad instructions (at an elementary level) is an aspect of this course. This instruction requires information concerning the letters or reports to be written. This information is a part of the college library and is used by students as required.

Except for the explanations above, each student is required to have the books and supplies mentioned in the book list attached. In addition to the materials mentioned in the book list attached and above, the student will find constant use for the numerous materials in the college library. These materials, however, are not further described or detailed herein.

2.3 Standards of performance expected at course completion such as "45 wpm in manuscript typing," "guided bead welding test," etc.

1. Shorthand: Ability to take from dictation of a difficulty level of 1.2 syllabic intensity, 100 wpm and transcription rate of 20 wpm in mailable quality. 10% allowance for errors.
2. In machine transcription, ability to transcribe from machine transcription at a rate of 20 wpm for 5 minutes with an error allowance of 10%.
3. In letter writing: Ability to answer "acceptably" a letter of uncomplicated difficulty from source document letter and broad instructions given to the candidate in dictation.
4. Typing: Ability to type for five minutes at a rate of 50 wpm under International Typing Contest Rules with a limit of 1.5 errors per minute.
5. Machine Operation: Ability to add or otherwise operate adding machines at a rate of 100 spm. Ability to demonstrate acceptably a knowledge of usual machine calculation fundamentals on each machine studied (10-key and full-keyboard adding machines).
6. Office practice: Ability to produce from copy: statistical reports, letters, or business forms at a speed equivalent to 20 net words per minute including set-up time.

2.4 Brief description of records which will be kept on trainee progress.

1. Attendance records will be kept throughout entire training period showing fact of attendance with notations of tardiness if any.
2. Examinations will be given and recorded every two weeks in every major subject in terms of evaluation standards mentioned above.
3. Records of final grades in every major subject will be recorded in permanent records.
4. Records of supplies and tuition used will be kept for a period of three years.
5. Progress reports every two weeks showing relative amount of training objective completed in the opinion of the instructors together with an evaluation of the quality of work as judged by instructors.

2.5 List in topical outline form the major units or division for the course indicating the approximate clock hours to be devoted to each:

Stenography to 100 wpm including transcription	400 Hours
Typing and office practice	260
Communications (English, Letter Writing, Telephone, Meeting Callers, Speech, Personality Development)	150
Mathematics - Records - Machines	100
TOTAL	910

2.5.1 Identify the specific skills that will be developed in each major unit or division of the course in terms of job requirements.

A. Stenography:

6 weeks	60 wpm on graded materials studied thus far in Gregg Shorthand theory.
10 weeks	70 wpm on graded materials in second half Gregg theory.
18 weeks	80 wpm read-back test 1.0 SI difficulty.
22 weeks	90 wpm read-back test 1.1 SI difficulty.
28 weeks	100 wpm read-back test 1.2 SI difficulty.

B. Typing:

6 weeks	25 wpm 5 minute test
10 weeks	35 wpm 5 minute test
20 weeks	45 wpm 5 minute test
24 weeks	50 wpm 5 minute test
28 weeks	50 wpm 10 minute test

C.

Machine transcription	Completion tests as required by instructor.
Business machine operation	Finish tests as required by instructor.
Record keeping	Completion tests as required by instructor.
Office practice	Completion tests as required by instructor.
Communications	Completion tests as required by instructor.
Business mathematics	Completion tests as required by instructor.
Duplicating machines	Completion tests as required by instructor.

2.5.2 Identify the instructional materials, teaching aids, new equipment, etc., with the appropriate topic in the course outline.

A. No new equipment is required.
B. Electronic transcriptions from the library of the college will be used in the teaching of typing and shorthand at all levels.
C. The texts mentioned in the textbook list previously have been identified with the appropriate subject fields by their titles.
D. Business machines required in the teaching of machines will be used as required. Specifically this course anticipates instruction in the following machines:
   1. Machine transcription on at least two different types of transcription equipment.
   2. Duplicators: spirit and stencil.
   3. Adding machines: Touch system on 10-key adding machines; correct procedure on full-keyboard adding machines. Practice in applying these simple machines to practical problems.
   4. Electric and manual typewriters will be used.

2.5.3. Describe methods to be used in evaluation of trainee progress and achievement—give names and types of tests to be used, etc.

A. Shorthand tests will be selected from those published periodically by the Gregg Publishing Company and will be reclassified for syllabic intensity and measured in "standard words" per minute. Shorthand tests to measure speed will be 5 minutes.
B. Typing tests will measure speed according to International Typing Contest Rules.
C. Tests on other subjects will be measured by tests prepared by instructors or selected for efficiency from company or industrial tests or from standard tests when available.

3. Instructor Information

3.1 Identify the number and titles of instructional personnel required and show the expected full-time equivalency of each.

There will be assigned to each section the equivalent of one full-time instructor. Each such instructor will be assigned a usual proportion of administrative time for record keeping, testing, library service and other usual administrative services.

3.2 List the minimum acceptable instructor qualifications in terms of formal education and previous occupational experience.

All instructors will meet requirements of and be approved by the State Department of Education, Bureau of Readjustment Education, in accordance with standards in the California Administrative Code.

3.3 Indicate the hours per day for each instructor, the anticipated salary or wage on the basis of hourly rate, and total cost. Give statement justifying salary to be paid.

Salary of instructors will be in accordance with requirements of State Department of Education standards as mentioned above. Teachers will be paid salaries equal to or greater than local public school minimums.

SCHEDULE
DISTRIBUTION OF HOURS OF INSTRUCTION

Stenography		400
Gregg Shorthand Theory	133	
Dictation (new material)	67	
Transcription	67	
Speed development	133	
Typing and office practice		260
Typing speed development	100	
Office practice	160	
Communications		150
English (including word study, spelling)	100	
Letter Writing	15	
Telephone--meeting callers	10	
Speech--personality development	10	
Filing	15	
Mathematics, records, machines		100
Business Arithmetic	25	
Business Records	35	
Business Machines	40	
TOTAL		910

SCHEDULE II

DAILY SCHEDULE OF INSTRUCTION

Period	Time of Day	Minutes of Instruction	Subjects of Study
1.	8:55 to 9:45*	50	Shorthand Theory - First 10 weeks Dictation - Last 18 weeks
2.	9:50 to 10:45*	50	Office Practice - First 2 weeks Shorthand speed development - 26 weeks
3.	10:50 to 11:35	50	English, Spelling and Letter Writing
4.	11:35 to 12:25	50	Arithmetic (25 hours) Filing (15 hours) Records (35 hours) Telephone (10 hours) Personality (10 hours) Typing (20 hours)
5.	12:25 to 1:00	35	Lunch period
6.	1:00 to 1:50	50	Office Practice - First 2 weeks Shorthand theory - Second 8 weeks Shorthand Speed - Last 18 weeks
7.	1:55 to 2:45	50	Machine - First 10 weeks Transcription - Last 18 weeks
8.	2:50 to 3:40*	50	Office Practice
9.	3:40 to 4:20	50	Typing Speed

4:20 instructional day ends.

*Five minute rest periods at these points; these may be accumulated to provide a single but longer "coffee break" morning and/or afternoon.

Net instructional hours per day in above program	6 hours	30 minutes	rest 20m
Net instructional hours per week above program	32	30	100m
Net instructional hours per course above program	910	0	46 2/3h

Number of weeks in course above--28 weeks (140 instructional days).

SCHEDULE III

SCHEDULE OF SUBJECTS BY WEEKS

Time	Subject	Week Number: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	Period Number
8:55	Shorthand Theo	X X X X X X X X X X	2
	Dictation	X X X X X X X X X X X X X X X X X X X X X X X X X X	
9:50	Office Pract.	X X	3
	Shorthand Speed	X X X X X X X X X X X X X X X X X X X X X X X X X X	
10:50	English and Spelling	X X X X X X X X X X X X X X X X X X X X X X X X X X	4
	Letterwriting	X X X X	
11:35	Arithmetic	X X X X X X	
	Records	X X X X X	
	Filing	X X X X	
	Speech	X X	5
	Telephone	X X X	
	Personality	X X	
	Typing	X X X X X X	
12:25	Lunch Period		6
1:00	Office Pract.	X X	
	Shorthand Theory	X X X X X X X X	7
	Speed	X X X X X X X X X X X X X X X X X X X X X X X X X X	
1:55	Machines Transcription	X X X X X X X X X X X X X X X X X X X X X X X X X X	8
2:50	Office Pract.	X X X X X X X X X X X X X X X X X X X X X X X X X X	9
3:40	Typing	X X X X X X X X X X X X X X X X X X X X X X X X X X	10
4:20	Instruction ends.		

X's show weeks in which instruction in subject indicated is to be given. 1 "X" = approximately 4 1/6 hours of instruction. Total instructional hours 910; total weeks 28; hours per day 6:30; hours per week 32:30.

HEALD COLLEGE

Manpower Development and Training Act PL 87-415

Training Plan

Stenographer

1. General Information

1.1 Occupational Title and DOT Code: Basic Stenographers DOT Code #1 37 12

1.2 Starting Date and Completion Date: September 30, 1963, through April 10, 1964

1.3 Length of Course: 7 hours per day, 5 days per week for 26 weeks for a total of 910 clock hours. The course was developed in terms of the existing instructional hours of concentrated efforts spent in our present Stenographic Course. The number of hours per week were determined from the suggested number of weeks given to us by the Board of Education and our present Manpower Basic Stenographic Course.

1.4 Total Number of Sections: Continuous sections of from 35 to 40 trainees for as long as there is a demand for this type of training.

1.5 Schedule of Sections: The first section starting on Monday, September 30, 1963.

First Section to start and end: September 30, 1963, through April 10, 1964

The dates of the College's regular scheduled vacation are:

Thanksgiving Vacation: Thursday and Friday, November 28 and 29

Christmas Vacation: December 23, 1963, through January 1, 1964

Good Friday: Friday, March 27

1.6 Name of Agency Supervising Course:

Heald Business College, 924 Ninth Street, Sacramento 14, California

1.7 It is intended that only unemployed persons referred by the California Department of Employment will be enrolled in the course.

1.8 The instruction of classes will be conducted in the college facilities located at 924 Ninth Street, Sacramento, California.

1.9 No minor remodeling will be required.

2. Course Information

2.1 The California State Department of Employment will screen and select students for referral to this course.

2.2 For a list of textbooks and supplies to be used by each trainee, please see the complete list of required books and supplies attached to this training plan.

Reference books which are required occasionally are available in the college library.

This training plan anticipates the use of dictation tapes and dictation records in the learning of shorthand, in addition to regular classroom instruction. These materials include the use of an extensive library of recorded dictation. These materials are available, as required by the trainees, at the college. Much of the recorded dictation used is planned to accommodate the individual differences in ability and capacity to study which normally occur in every training group. In order to accommodate this educational need, the college has at its disposal tape recorders and dictated material at different levels of speed to accommodate each student's needs.

Except for the explanation above, each student is required to have the books and supplies mentioned in the book list attached.

2.3 Standards of performance expected at course completion are:

1. Shorthand: Ability to take from dictation of a difficult level of 1.2 syllabic intensity, 100 wpm and transcription at a rate of 25 wpm in mailable quality.

2. Machine transcription: Ability to transcribe from machine transcription at a rate of 25 wpm for 5 minutes with an error allowance of 10%.

3. Letter writing: Ability to answer "mailable" letters of adjustment, credit, collection, sales, and purchases.

4. Typing: Ability to type 3 five-minute timed writings at a rate of 55 wpm with 3 errors or less and the ability to type 3 ten-minute timed writings at the rate of 55 wpm with 5 errors or less.

Business Mathematics - 52½ clock hours:
Review of the use of numbers, fractions, decimals, percentage, interest, discounts, drills in short cuts in figuring, drills in rapid calculation.

Secretarial Accounting - 52½ clock hours:
The fundamentals of bookkeeping with the study of the bookkeeping cycle and payroll accounting, worksheet, financial statements, specialised journals, and tax records.

Business Machines - 45 clock hours:
Instruction and practice on full key-board and ten-key adding machines, rotary and key-driven calculators. Ability to operate these machines with proficiency.

Office Practice - 22½ clock hours:
Duties of handling telephone calls, incoming and outgoing mail, proper attitudes to employers and fellow workers, personal appearance and cleanliness, office manners, skill in job hunting, etc.

Shorthand - 328 3/4 hours:

6 weeks	60 wpm on graded material studied thus far in Gregg Shorthand theory.
10 weeks	70 wpm on graded materials in second half of Gregg Shorthand theory.
15 weeks	80 wpm on 5-minute takes of difficult, new material
20 weeks	90 wpm on 5-minute takes of difficult, new material
26 weeks	100 to 110 wpm on 5-minute takes of difficult, new material

Typing - 243 3/4 clock hours:

4 weeks	25 wpm 5-minute test
8 weeks	35 wpm 5-minute test
16 weeks	45 wpm 5-minute test
20 weeks	50 wpm 5-minute test
24 weeks	55 wpm 5-minute test
26 weeks	55 wpm 10-minute test

5. Machine Operation: Ability to operate adding machines, including full key-boards, ten-keys, and rotary calculators with proficiency.

6. Office Practice: Ability to produce from copy: statistical reports, letters, or business forms at a speed equivalent to 25 net words per minute including set-up time. This course also teaches the proper attitudes to employer and fellow employees, personal appearance and cleanliness, skill in job hunting--applications, letters, interviews, recommendations, tests, handling incoming and outgoing mail, telephone techniques, etc.

2.4 Attendance records and progress reports will be kept as follows:

1. Attendance records will be kept throughout the entire training period showing attendance with notations of tardiness, if any.

2. Examinations will be given and recorded in every major subject in terms of evaluation standards mentioned above.

3. Records of final grades in every major subject will be recorded in permanent records.

4. Records of supplies and tuition used will be kept as a permanent record.

5. Progress reports every final school day of each month showing relative amount of training objective completed in the opinion of the instructors together with an evaluation of the quality of work as judged by instructors.

2.5 Course Outline:

Business English - 90 clock hours:
English composition, sentence structure, principles of grammar, drills to correct common errors in written and spoken English. Punctuation, business letters, special business forms, copy and form letters. Practice in writing letters of adjustment, credit, collection, sales and purchase letters.

Vocabulary Building and Spelling - 52½ clock hours:
A study of the spelling, pronunciation, syllabication, and meaning of words, with special reference to those likely to be used in business; vocabulary building, abbreviations.

Filing and Indexing - 22½ clock hours:
Preparation of material, sorting, indexing, filing. Instruction in alphabetical, subject, geographical and numerical filing.

2.5.2 The texts mentioned in the textbook list have been identified with the appropriate subject fields by their titles. Business machines required in the teaching of machines will be provided. Specifically this course anticipates instruction in the following machines:

1. Machine transcription on at least two different types of transcription machines.
2. Duplicators: Spirit and stencil
3. Adding machines: Touch system on ten-key adding machines; rotary calculators, full key-boards, and key-driven calculators. Practice in applying these simple machines to practical problems.
4. Electric and manual typewriters will be used.

2.5.3 a. Shorthand tests will be selected from those published periodically by the Gregg Publishing Company and will be reclassified for syllabic intensity and measured in "standard words" per minute. Shorthand tests to measure speed will be 5 minutes.

b. Typing tests will measure speed according to International Typing Contest Rules.

c. Tests on other subjects will be measured by tests prepared by the instructors or selected for efficiency from company or from standard tests when available.

3. Instructor Information

3.1 Gene Tarr, Eleanor Kenealy, Elta Langbehn, Lena Webber, Harold Sutley, Grace D. Heath, Howbert Bonnett

3.2 All instructors meet requirements and are approved by the State Department of Education, Bureau of Readjustment Education in accordance with standards in the California Administrative Code.

Gene Tarr - General Pupil Personnel Services and Secondary Administrative Credential, General Secondary and Life

Howbert Bonnett - General Secondary, Life

Eleanor Kenealy - Certificate issued by NACBS for typing subjects

Elta Langbehn - Provisional, general

Lena Webber - General Elementary

Harold Sutley - Life Certificate - Kansas

Grace D. Heath - Life Certificate issued by Sacramento County

SCHEDULE I

Distribution of Hours of Instruction

Typing, Development and Advanced	243 3/4 hours
Shorthand Theory	150 hours
Shorthand Speed Development and Dictation	178 3/4 hours
Business Mathematics	52 1/2 hours
Secretarial Accounting	52 1/2 hours
Filing and Indexing	22 1/2 hours
Spelling and Vocabulary Building	52 1/2 hours
Business English, including Business Correspondence	90 hours
Office Practice, Personality Development and Human Behavior	22 1/2 hours
Business Machines	45 hours
Total	910 hours

SCHEDULE II

Daily and Weekly Schedule of Instruction

Time of Day	Minutes of Instruction	Subjects of Study	Weeks
8:00 to 9:15	75	Shorthand I	8
	75	Shorthand II	7
	75	Shorthand II (Speedbuilding)	11
9:15 to 10:00	45	Typing I	9
	45	Typing II	6
	45	Typing III	11
10:00 to 10:45	45	Business Machines	12
	45	Business Mathematics	14
10:45 to 11:30	45	Filing and Indexing	6
	45	Spelling and Vocabulary Building	14
	45	Office Procedures	6
11:30 to 12:00	30	Noon Hour	
12:00 to 1:30	90	Business English	12
	90	Secretarial Accounting	7
	90	Typing IV	7
1:30 to 2:15	45	Shorthand I	8
	45	Shorthand II	7
	45	Shorthand III (Dictation)	11
2:15 to 3:30	75	Typing I	9
	75	Production Typing	6
	75	Shorthand Transcription	11

10-minute rest periods will be at 10:00 a.m. and at 1:30 p.m.

Net instructional hours per day in above program 7 hours, rest: 20 Min.
Net instructional hours per week in above program 35 hours, rest: 100 Min.
Net instructional hours per course in above program 910 hours, rest: 43 hours, 20 min.

Number of weeks in above course 26 weeks

SCHEDULE III

	1 2 3 4 5 6 7	8 9 10 11 12 13 14	15 16 17 18 19 20 21 22 23 24 25 26
8:00 to 9:15	Shorthand I — 8 weeks	Shorthand II — 7 weeks	Shorthand III (Speedbuilding) — 11 weeks
9:15 to 10:00	Typing I — 9 weeks	Typing III — 6 weeks	Typing III — 11 weeks
10:00 to 10:45	Business Machines — 12 weeks		Business Mathematics — 14 weeks
10:45 to 11:30	Filing & Indexing (Penmanship) — 6 weeks	Spelling and Vocabulary Building — 14 weeks	Office Procedures — 6 weeks
11:30 to 12:00	L U N C H		
12:00 to 1:30	Business English (Including Business Correspond.) — 12 weeks	Secretarial Accounting — 7 weeks	Typing IV — 7 weeks
1:30 to 2:15	Shorthand I — 8 weeks	Shorthand II — 7 weeks	Shorthand III (Dictation) — 11 weeks
2:15 to 3:30	Typing I — 9 weeks	Typing II — 6 weeks	Shorthand Transcription — 11 weeks

EXCERPTS FROM
REPRESENTATIVE TRAINING PLANS

Excerpts from training plans developed by various training agencies throughout California are presented in this section. These excerpts are a random selection of business education projects that have been conducted under the Manpower Development and Training Act.

At the top of the page of each excerpt is a list of the course requirements taken from the MDT-1 and for which the training plan was developed.

The examples which follow are not complete training plans, but do show the programming and time blocks that were developed for training in several different occupations.

The training plan excerpts presented in the remainder of this section are meant to supplement the preceding complete, training plans. In this way, it is possible to provide a wide variety of examples without making the publication unwieldy.

The reader is referred to the foregoing complete plans for assistance in developing training plans for MDTA projects for use by his own training agency.

REPRODUCTION TYPIST TRAINING PLAN

(Excerpt)

The Course Objective is to give the student the basic entry requirements to plan, lay-out and type material to be reproduced for documents. This training with experience on the job will prepare him for the journeyman level of reproduction typist.

The duties of this employee will be: to copy data for reproduction from technical manuscript using executive electric typewriter, set up typewriter to type according to customer requirements and type copy following proofreader symbols and editing directions. May be required to justify copy using a marginator or by hand; may be required to lay-out and plan a camera-ready reproduction page.

The reproduction typist will use the executive electric typewriter and may use the marginator.

SEPARATE SUBJECTS

(Total Hours 720)

Typing - Complete typing program in two phases.
Phase 1: Speed building to reach required speeds for reproduction typing.
Phase 2: I.B.M. Executive, statistical and justification typing to be used for reproduction.
Phase 1: 120 hours; Phase 2: 240 hours; Total: 360 hours

General Office Practice - College Level of General Office Practice, complete workbook of subject matter covering all phases of general office work to familiarize the student with the proper procedure in doing various jobs.

60 hours

Secretarial Office Practice - A continuance of General Office Practice covering subject matter in workbook form on a more advanced level.

60 hours

English - Businessman's English on a college level covering sentence structure and proper usage.

120 hours

Spelling - Spelling on a college level covering 18 industries and technical knowledge used to familiarize the student with words and phrases.

120 hours

CLERK-TYPIST CLASS SCHEDULE
30 Hours Per Week

9:00	Daily	Typing
10:00	Daily	General Office Practice
11:00	Daily	Business English
12:00	Daily	Lunch
12:30	Daily	Typing
1:30	M W F	Business Record Keeping
	T TH	Office Relations and Personality Development
2:30 to 3:30	Daily	Office Machines and Business Arithmetic

MDTA CLERK-TYPIST OCCUPATIONAL PROGRAM

(Excerpt)

Objective

To improve and expand the skills and abilities of the marginally qualified worker by providing instruction and supervised practice in a variety of skills such as typing, office machines, duplicating machines, and other skills.

Procedures

The training program is set up for 6 hours of instruction per day, 5 days per week, for a total of 780 clock hours. The instructional material is organized to develop skill in the use of typewriters (min. rate of 45 wpm), office machines, including transcription machines, duplicating machines, calculators and listing machines, and to learn basic methods of filing. English, business mathematics, business record keeping, office practices and procedures, and human relations will be integrated into all parts of the training program.

Records will be kept on each individual student through a process of regular speed and accuracy tests which will be kept in progress check form. There will also be regular test in the fundamentals of communication and arithmetical processes that will be recorded on individual student records. Personal evaluation of the instructor will also be used. Attendance procedures will be strictly enforced.

Course Outline	Hours
Typing	260
Business English	130
Office Machines and Business Arithmetic	130
Business Record Keeping	78
Office Relations and Personality Development	52
General Office Practice	130
Total Hours	780

CLERK-STENOGRAPHER CLASS SCHEDULE
35 Hours Per Week

8:30 - 9:00	Daily	Typing
9:00 - 11:00	Daily	Shorthand
11:00 - 12:00	Daily	Typing
12:00 - 12:30	Daily	Lunch
12:30 - 1:00	Daily	Typing
1:00 - 1:30	M W F	Personality Development
	T TH	Speech, Spelling, and Vocabulary
1:30 - 2:30	M W F	Business English
	T TH	Office Machines
2:30 - 3:30	M W F	Arithmetic
	T TH	Letter Writing and Report Writing
3:30 - 4:00	M W F	General Business
	T TH	Filing

CLERK-STENOGRAPHER TRAINING PLAN

(Excerpt)

Objective

Acquire ability to type at least 50 wpm, to take shorthand at 80 wpm, to use the calculator and other standard business machines, to acquire knowledge of standard office practices and form letters, learn to maintain records and files, requiring knowledge of business math and English.

Procedures

The training program is set up for 7 hours per day, five days per week for a period of 26 weeks. The instructional material is organized to develop skill in the use of typewriters, office machines, including transcribing machines, duplicating machines, calculator machines, to acquire skill in taking dictation and in transcription, and to learn basic methods of filing, English, basic and business mathematics, record keeping, office procedures will be integrated into all parts of the training program. In the beginning stages of training, careful screening will be done to ascertain that only those with employment possibilities will continue in training. The program will use monthly progress reports, regular testing in all phases and subject material, personal evaluation by the instructors and certificates for employment for those who have achieved satisfactory proficiency.

Course Outline	Hours
Office Skills	
Typing	260
Shorthand	260
Duplicating Machines	13
Calculating Machines	26
Transcribing Machines	13
Filing	26
Basic Orientation to the Area of General Business and Business English	104
General Office Procedures	39
Development of Improved and More Effective Speech Habits, Spelling and Vocabulary	26
Business Letter and Report Writing	52
Personality Development and Human Relations	39
Arithmetical Skills Including Record Keeping	52
Total Hours	910

SECRETARY (CLERICAL) CLASS SCHEDULE
35 Hours Per Week

8:00	Daily	Business Mathematics and Business Machines	
9:00	Daily	Shorthand I	
10:00	Daily	Shorthand II	
11:00	Daily, 20 Weeks	Human Relations in Business Business Correspondence	Daily, 4 weeks Filing
12:00	Daily	Lunch	
1:00	Daily	Business English including Spelling & Civil Service Prep.	
2:00	Daily	Typing I and Transcription	
3:00 to 4:00	Daily	Typing II	

SECRETARY (MEDICAL) TRAINING PLAN

(Excerpt)

Objective

To provide the trainee with a knowledge of terminology and with the basic skills necessary to meet the secretarial requirements of the medical profession. Entry job requirements for special skills, as determined by California State Department of Employment, will be met.

Procedures

The class will meet 6 hours a day, 5 days a week for 24 weeks. This provides for 720 hours of instruction, which was the period the advisory committee considered necessary to meet employment standards.

Course Outline

Medical Secretarial Fundamentals — 2 hours daily, 8:00 - 9:50

A survey of anatomy and physiology; origin, meaning and application of medical terminology; interpretation of medical records and forms, including insurance; ethics, legal aspects, personal conduct, interdepartmental relations, and public relations.

Advanced Medical Typing — 1 hour daily, 10:00 - 11:50

Speed and accuracy drills, training and practice in typing technical material containing difficult medical terminology, preparation of medical reports, articles, case histories, and correspondence. Study and use of the IBM Executive Typewriter.

English for Medical Secretaries — 1 hour M W F, 11:00 - 11:50

Review of basic grammar, sentence construction, capitalization and punctuation. Pronunciation, spelling and definition of medical vocabulary. Composition of routine correspondence.

Medical Secretarial Practice — 1 hour T TH, 11:00 - 11:50
2 hours daily, 1:00 - 2:50

Study of shorthand outlines for medical terminology. Development of skill in writing and transcribing dictation of medical reports, articles, case histories, and correspondence. Intensive practice in transcribing medical dictation from machines. Review of filing principles and systems, and stencil and liquid duplicating processes.

SECRETARY (MEDICAL) CLASS SCHEDULE
30 Hours Per Week

8:00	Daily	Medical Secretarial Fundamentals including transcription
10:00	Daily	Advanced Medical Typing
11:00	M W F	English for Medical Secretaries
	T TH	Medical Secretarial Practices
12:00	Daily	Lunch
1:00 to 2:50	Daily	Medical Secretarial Practice including Shorthand

STENOGRAPHER TRAINING PLAN

(Excerpt)

Standards of performance expected at course completion are:

1. Shorthand: Ability to take from dictation of a difficult level of 1.2 syllabic intensity, 100 wpm and transcription at a rate of 25 wpm in mailable quality.

2. Machine Transcription: Ability to transcribe from machine transcription at the rate of 25 wpm for 5 minutes with an error allowance of 10%.

3. Letter Writing: Ability to answer "mailable" letters of adjustment, credit, collection, sales, and purchases.

4. Typing: Ability to type 3 five-minute timed writings at a rate of 55 wpm with 3 errors or less and the ability to type 3 ten-minute timed writings at the rate of 55 wpm with 5 errors or less.

5. Machine Operation: Ability to operate adding machines including full key-boards, ten-keys, and rotary calculators with proficiency.

6. Office Practice: Ability to produce from copy: statistical reports, letters, or business forms at a speed equivalent to 25 net words per minute including set-up time. This course also teaches the proper attitudes to employer and fellow employees, personal appearance and cleanliness, skill in job hunting--applications, letters, interviews, recommendations, tests, handling incoming and outgoing mail, telephone techniques, etc.

Course Outline	Hours
Shorthand Theory	160
Shorthand Speed Development and Dictation	162½
Typing, Development and Advanced	197½
Business Mathematics	60
Business Machines	30
Secretarial Accounting	60
Filing and Indexing	30
Office Practice	30
Business English, including Business Correspondence	75
Spelling and Vocabulary Building	75
Personality Development and Human Behavior	30
Total Hours	910

STENOGRAPHER CLASS SCHEDULE
30 Hours Per Week

1	260 Hours (26 weeks) 12:00 - 1:50 (2 hours)	Shorthand coordinated with units of spelling, business vocabulary, and business English.
2	65 Hours (26 weeks) 2:00 - 2:25 (½ hour)	Shorthand Laboratory for doing shorthand text assignments from tape recorder.
3	195 Hours (26 weeks) 2:25 - 3:50 (1½ hours)	Typewriting coordinated the last 12 weeks with units on machine transcription, duplicating and copying.

90 Hours (9 weeks) 4:00 - 5:50 (2 hours) Business Mathematics and Business Machines	90 Hours (9 weeks) 4:00 - 5:50 (2 hours) Secretarial Record Keeping	20 Hours (2 weeks) 4:00 - 5:50 (2 hours) Filing	60 Hours (6 weeks) 4:00 - 5:50 (2 hours) Office and Secretarial Practice

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STENOGRAPHER TRAINING PLAN

(Excerpt)

Objective

The objective of the course is to prepare trainees to successfully perform the stenographic tasks that are usually a part of the operation of a business office. Entry job requirements for specific skills, as determined by California State Department of Employment, will be met. A minimum typing rate of 50 net words per minute on a five-minute test and a dictation speed of 100 words per minute should be achieved by trainees on the completion of this course. Standards for the course units in accordance with junior college levels of achievement are to be followed.

Procedures

The class will meet 6 hours per day, 5 days per week for 28 weeks totaling 840 hours in class with an additional 280 hours (2 hours per day, 5 days per week for 28 weeks) for outside preparation. This schedule was determined after reviewing the job requirements and developing the course in terms of existing junior college instructional standards.

Course Outline (see following diagram)	Hours
Shorthand	210
Shorthand Laboratory for doing shorthand text assignments from the tape recorder	70
Shorthand Transcription for transcribing material dictated in shorthand class	30
Typewriting coordinated the last 12 weeks with units on machine transcription, duplicating and copying	180
Business English, Spelling, and Vocabulary Building	70
Business Mathematics using programmed instruction and Business Machines	90
Secretarial Record Keeping	90
Filing	30
Office and Secretarial Practice	70
Total Hours	840

STENOGRAPHER CLASS SCHEDULE
30 Hours Per Week

1	210 Hours (28 weeks) 12:00 - 1:25 (1½ hours)	Shorthand
2	70 Hours (28 weeks) 1:25 - 1:50 (½ hour)	Shorthand Laboratory
3	70 Hours (28 weeks) (½ hour)	Business English, Spelling, and Vocabulary Building
4	180 Hours (24 weeks) 2:25 - 3:50 (1½ hours)	Typing, Machine Transcription, and Duplicating
	30 Hours (4 weeks) 2:25 - 3:50 (1½ hours)	Shorthand Transcription

5	Business Mathematics and Business Machines 90 Hours (9 weeks) 4:00 - 5:50 (2 hours)	Secretarial Record Keeping 90 Hours (9 weeks) 4:00 - 5:50 (2 hours)	Filing 30 Hours (3 weeks) 4:00 - 5:50 (2 hours)	Office Practice 70 Hours (7 weeks) 4:00 - 5:50 (2 hours)

STENOGRAPHER TRAINING PLAN

(Excerpt)

Objective

The objective of the course is to prepare trainees to successfully perform the stenographic tasks that are usually a part of the operation of a business office. Entry job requirements for specific skills, as determined by California State Department of Employment, will be met. A minimum typing rate of 45 net words per minute on a five minute test and a dictation speed of 80 words per minute should be achieved by trainees.

Procedures

This class will meet 6 hours per day, 5 days per week for 26 weeks totaling 780 hours in class with an additional 260 hours (2 hours per day, 5 days per week for 26 weeks for outside preparation. This schedule was determined after reviewing the job requirements and developing the course in terms of existing instructional standards.

Course Outline	Hours
Shorthand coordinated with units of spelling, business vocabulary, and business English	260
Shorthand Laboratory for doing shorthand text assignments from the tape recorder	65
Typewriting coordinated the last 12 weeks with units on machine transcription, duplicating and copying	195
Business Mathematics using programmed instruction and Business Machines	90
Secretarial Record Keeping	90
Filing	20
Office and Secretarial Practice	60
Total Hours	780

SECRETARY (CLERICAL) TRAINING PLAN

(Excerpt)

Objective

Acquire ability to type at least 60 wpm, shorthand 100 wpm, use of calculators and other standard business machines, knowledge of standard office procedures and form letters, maintain records and files, interviewing techniques, business math and English, acquaintance with accounting and data processing.

Procedures

This course for training secretaries is 840 hours in duration. This class will meet seven hours per day, five days per week for twenty-four weeks. The total number of hours is the sum of the hours of instruction needed to complete the major units as listed in the course outline.

Course Outline	Hours
Typing I	120
Typing II (Business Correspondence and Transcription)	120
Shorthand I	130
Shorthand II	130
Business English	120
Human Relations in Business	110
Office Machines	70
Business Mathematics	40
Total Hours	840

SALESPERSON
(Department and Specialty Stores)

Training Plan
(Excerpt)

Training Objectives:

Displaying merchandise
Maintaining stock
Marking merchandise
Making the sale
Making change
Handling money
Wrapping and bagging merchandise
Making out credit slips and arranging for delivery
Customer relations
Business grammar
Basic arithmetic
Store grooming
Buying habits

(Major emphasis was placed on helping the trainees develop self-confidence, poise, and the ability to work with people.)

1 hr. 55 min. 8:00 - 9:55

Business English and Speech

a. English skills, good grammar, vocabulary building, use of dictionary, business vocabulary, punctuation, capitalization, neatness, etc.

b. Speech development and voice control, plus telephone techniques.

1 hr. 50 min. 10:10 - 12:00

Mathematics Review and Business Arithmetic

a. Basic arithmetic review, business arithmetic, the fundamentals of addition, subtraction, multiplication and division with special emphasis on the use of decimals, fractions, percentage, and interest.

b. Ample tests will be used.

30 min. 12:00 - 12:30

Lunch

1 hr. 12:30 - 1:30

Auditorium - Large-group instruction, all 50 students meet together

This hour will be used each day of the 15 days of each session for guest speakers who are experts in store personnel, telephone techniques, cash register operation, personal grooming, etc.; for instructional films and other audio-visual presentations, and for special lectures by the instructors.

1 hr. 55 min. 1:35 - 3:30

Retail Merchandising and Sales

The duties of the retail salesperson, sales personality, store procedures and policies, sources of product information, buying motivations of customers, knowledge of competitors, operating the cash register, greeting the customer, determining the customer's wants, typing customers, handling "buyers" and "lookers", handling customers individually and in groups, demonstrating, closing sales, etc.

Subject	Hours	Total Hours
General Office Practice, including use of Rotary Calculators and Listing Machines	9:00 - 9:55	75
Basic and Business Arithmetic	10:00 - 10:55	75
Key-Driven Calculator	11:00 - 12:00	75
Lunch	12:00 - 1:00	
Key-Driven Calculator	1:00 - 4:00	225
	Total Hours	450

REPRODUCTION TYPIST CLASS SCHEDULE
30 Hours Per Week

GROUP A		
10:30 to 1:30	-	Advanced Typing and Reproduction Typing
1:30 to 2:00	-	Lunch
2:00 to 4:00	-	English and Spelling
4:00 to 5:00	-	General Office Practice and Secretarial Office Practice

GROUP B		
10:30 to 12:30	-	English and Spelling
12:30 to 1:30	-	General Office Practice
1:30 to 2:00	-	Lunch
2:00 to 5:00		Advanced Typing and Reproduction Typing

CALCULATING MACHINE OPERATOR

Training Plan
(Excerpt)

The objective of this program is to train unemployed women with three or more years' previous work experience and an average educational level of the eleventh grade to enable them to obtain employment as key-driven calculating machine operators at the entry level. The trainees must be able to operate machines that automatically perform the basic arithmetic computations of adding, subtracting, multiplying and dividing for the purpose of calculating or checking the figures on such records as inventories, financial accounts, payrolls, balance sheets, invoices, discounts, sales audits and statistical reports. The trainees must be able to demonstrate their understanding of the basic arithmetic processes in conjunction with the calculator.

I. Key-Driven Calculator

Objectives

1. To develop ability in adding adequately for the performance of all additions commonly used in employment.
2. To develop skill in working with Burroughs and comptometer calculators (both simplex and duplex)--billing, discounts, invoices, percentages, prorating, payroll and reciprocal division.
3. To develop ability in the use of calculations commonly found on an employment level in industry.

Scope

1. Students will build proficiency through drills of various types which include performing duties required by industry, such as the preparation and checking of inventories, sales audits, invoices, payrolls, and statistical reports.

300 Hours

II. Basic and Business Arithmetic

Objectives

1. To review basic arithmetic processes
2. To develop understanding and skill in applying business arithmetic to calculator operations.

Scope

1. Arithmetic review
2. Business arithmetic: Problems applying the basic processes to practical commercial situations, with special emphasis on calculator machine application.

75 Hours

III. General office practice including filing

Objectives and Scope

1. To become familiar with the various departments within an organization and their interrelationships; organization charts, their meaning and function.
2. To become familiar with the types of machines usually found in an office; e.g., rotary calculators, listing machines, dittos, mimeographs, copying machines, etc.
3. To gain a basic understanding of the purpose of financial statements--the profit and loss statement, the balance sheet, payroll and tax record responsibilities.
4. To gain an understanding of the more common filing techniques found in offices.

75 Hours